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Public Comments on Empowering Consumers to Prevent and Detect Billing for Unauthorized Charges:
Consumer Information and Disclosure; Truth-in-Billing and Billing Format:=====

Title: Empowering Consumers to Prevent and Detect Billing for Unauthorized Charges: Consumer
Information and Disclosure; Truth-in-Billing and Billing Format

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The docket for the proposed rule specifically asks for comment on whether it is thought that all of the facets of the proposed rule should further extend to wireless.

As a consumer, I think it should. Although I have not been personally affected by cramming (U.S. Cellular is my provider), I know some who have on their wireless bills. It also occurs to me that sometimes scams and other unethical practices take time to catch up. In addressing this for wired/landline phones, it only makes sense to extend the issue while the Commission is looking at it now to preemptively help consumers. Is it not better to regulate an issue early and prevent future problems than wait for it to become a source of frustration and problems?

I think the Commission should pay special attention to one of their mission statements, in regard to making it so that the rule actually helps consumers instead of confusing them. Truth-in-billing will require short and plain statements as to what the charges are, why they are there, and so on. Conspicuous statements as to the ability to block unauthorized charges will be crucial, or the rule is unlikely to be of much use.

Last, I think enforcing a direct link to the FTC and stating the ability to file a complaint will also assist consumers who are frustrated with the ability to effectively enact change or address grievances with the companies themselves. It will provide consumers both an outlet and discourage phone carriers to engage in deceptive practices when they know consumers are more likely to make a complaint.

Please do consider extending all parts of this act to wireless, and I otherwise support this rule as is. Thank you.